CLAIMS

What is claimed is:

1. An apparatus, comprising:

a processor adapted for communication via a communication network, the processor including:

a monitoring module for requesting and receiving information associated with a device configured for communication via the communication network; and

a warning module for generating a warning when the received information is indicative of a predetermined condition.

2. The apparatus of claim 1, wherein the monitoring module includes:

an initiating module for querying a status of the device; and

a receiving module for receiving an indication of the status.

3. The apparatus of claim 1, wherein the device includes a device selected from the group consisting of an automatic call distributor, an operator workstation, a voice response unit, a host computer, a database server, an automatic dialer, a wallboard, a readerboard, a command server, a reporting server, and an application server.

4. The apparatus of claim 1, wherein the communication network includes a local area network.

5. The apparatus of claim 1, wherein the communication network includes a wide area network.

6. An apparatus, comprising:

a processor adapted for communication via a communication network, the processor including:

means for requesting and receiving information associated with a device configured for communication via the communication network; and

means for generating a warning when the received information is indicative of a predetermined condition.

7. The apparatus of claim 6, wherein the means for requesting and receiving information associated with a device configured for communication via the communication network includes:

means for querying a status of the device; and

means for receiving an indication of the status.

8. A computer-readable medium having stored thereon a set of instructions which, when executed by a processor, cause the processor to perform the steps of:

requesting and receiving information associated with a device configured for communication via the communication network; and

generating a warning when the received information is indicative of a predetermined condition.

9. A method for managing a call center, the method comprising:

monitoring a device associated with the call center and connected to a communication network; and

generating a warning when a predetermined condition is indicated.

10. The method of claim 9, wherein monitoring a device associated with the call center includes monitoring a plurality of devices associated with the call center.

11. The method of claim 9, wherein monitoring a device associated with a call center includes pinging the device and receiving a reply.

12. The method of claim 9, wherein monitoring a device associated with a call center includes transmitting a remote procedure call to the device and receiving a reply.

13. The method of claim 9, wherein monitoring a device associated with a call center includes monitoring a voice line connected to the device.

14. The method of claim 9, wherein generating a warning when a predetermined condition is indicated includes generating a warning when the device is not connected to the communication network.

15. The method of claim 9, wherein generating a warning when a predetermined condition is indicated includes generating a warning when a voice line of the device is not operational.

16. The method of claim 9, wherein generating a warning when a predetermined condition is indicated includes transmitting a warning.

17. The method of claim 16, wherein transmitting a warning includes transmitting a warning to a desktop computer.

18. The method of claim 16, wherein transmitting a warning includes transmitting a warning to a wireless phone.

19. The method of claim 16, wherein transmitting a warning includes transmitting a warning to a personal digital assistant.

20. The method of claim 16, wherein transmitting a warning includes transmitting a warning to a pager.

21. The method of claim 16, wherein transmitting a warning includes transmitting a name and phone number associated with a designated contact person.

22. The method of claim 16, wherein transmitting a warning includes transmitting device identification information.

23. The method of claim 22, wherein transmitting device identification information includes transmitting an IP address associated with the device.

24. The method of claim 23, wherein transmitting a warning includes transmitting device operational information.

25. The method of claim 24, wherein transmitting device operation information includes transmitting a value indicative of a period of time since the device last handled a call.

26. The method of claim 24, wherein transmitting device operation information includes transmitting a value indicative of a period of time since a voice line connected to the device last handled a call.

27. The method of claim 24, wherein transmitting device operational information includes transmitting a predefined latency threshold associated with a voice line connected to the device.

28. The method of claim 24, wherein transmitting device operational information includes transmitting a value associated with an error counter.

29. The method of claim 24, wherein transmitting device operational information includes transmitting a predefined tolerance value associated with an error counter.

30. The method of claim 29, wherein transmitting a predefined tolerance value includes transmitting one of a series of increasing tolerance values.

31. A method for managing a call center, the method comprising:

means for monitoring a device associated with the call center and connected to a communication network; and

means for generating a warning when a predetermined condition is indicated.

32. The method of claim 31, wherein the means for monitoring a device associated with the call center and connected to a communication network includes:

means for querying a status of the device; and

means for receiving an indication of the status.